

APR 2 (T. Sweeney)
"Jers"
X-00013-1

56-0819

8 MAR 1956

MEMORANDUM FOR: Deputy Director (Support)

SUBJECT : Monthly Progress Report - Insurance Refunds and Claims

REFERENCE : Memo to DD/S from IG, dated 2 Feb 56, Subject: Insurance Refunds

1. This memorandum furnishes for your information, as requested in the above referenced memorandum, an initial report of progress in completing the backlog of insurance refunds and claims.

2. As background information, it is pointed out that the backlog of WAEPA refunds accumulated over a considerable period of time due to the tremendous workload which piled up during drive periods. It is also noted that, as of 1 January 1956, there was only a small backlog of unprocessed claims. However, due to the extra work since that date in setting up the new ledger and premium cards for the cut-over to the new National Cash Register operation, further claims have accumulated.

3. The two temporary employees which you authorized entered on duty with the Benefits and Casualty Division on 13 February 1956 and have been undergoing a course of training in the various procedures. They have now reached a stage at which they can make a productive contribution to our workload. Accordingly, the number of claims and refunds backlogged as of 29 February 1956, as reported below, has been chosen as the "benchmark" for subsequent progress reports.

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| Unprocessed WAEPA refunds | 350 |
| Unprocessed claims | 171 |

[Note: All unprocessed claims are under the Mutual of Omaha contract.]

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| Class. Changed to: | TS S C |
| Next Review Date: | |
| Auth: | HR 70-3 |
| Date: | 10 JAN 1979 |

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Harrison G. Reynolds
Director of Personnel

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